

Remove a Rater from a Learner

When to Use: When a Rater needs to be removed from a Learner's list of raters.

Log into MAX

- 1) Go to <https://www.tracommax.com/>
- 2) Enter both your **Username** and **Password** (both are case sensitive)
- 3) Click "**LOGIN**"

RATER LOOKUP Method - Search for Rater

- 1) Under **INDIVIDUALS** tab, click on *Search Individual*
- 2) Enter the Rater's **First Name** and **Last Name** in the appropriate fields
- 3) Click "**SEARCH**"
- 4) Find the Rater in the **Search Results** and click on the first name (if not found try entering the email address instead, or looking up via the Learner Lookup method)

Individual Record

- 1) Scroll to the Rater Activities section and find the Learner's name in the Learner column
- 2) Click on the underlined Session Name for the Learner

Rater Details

- 1) Click "**Remove Rater from Session**"

* This is not an option if the rater status is Completed. If the Rater has completed the survey, please contact your Administrator or Client Relations Specialist to further assist you.

LEARNER LOOKUP Method - Search for Learner

- 1) Under **INDIVIDUALS** tab, click on *Search Individual*
- 2) Enter the Learner's **First Name** and **Last Name** in the appropriate fields
- 3) Click "**SEARCH**"
- 4) Find the Learner in the **Search Results** and click on the first name (if not found try entering the email address instead, or looking up via the Rater Lookup method)

Individual Record

- 1) Scroll to the Learner Activities section and find the appropriate Session name
- 2) Click on the underlined Session Name for the Learner

Learner Details

- 1) Click "**View Rater List**"
- 2) Find the Rater to be removed and click on their first name

Rater Details

- 1) Click "**Remove Rater from Session**"

* This is not an option if the rater status is Completed. If the Rater has completed the survey, please contact your Administrator or Client Relations Specialist to further assist you.
